



ICES Screening and Intake

Executive Briefing

August, 2005



Objectives

- + Build the foundation for a phased migration to a new Welfare Service Delivery Model to reduce cost and provide enhanced service to the clients
- + Introduce new “channels” of screening and applying for services
 - ✓ Provide the general public an option to apply for services via a web-based self- service option
 - ✓ Provide community based partners/call centers a means to assist clients in applying for service
 - ✓ Provide basis for common intake for application to other Agency program services



PHASE I

- ✚ Web based Screening and Referral for Cash Assistance (TANF), Medicaid and Food Stamps

PHASE II

- ✚ Web based Applications for Cash Assistance (TANF), Medicaid and Food Stamp benefits
- ✚ Automated data transfer of Cash Assistance (TANF), Medicaid and Food Stamp benefits application information to the ICES system



Stakeholder

- First Step to a New Service Delivery Model
- Streamline service Delivery Channel
- Improve ability to respond to constituents and community partners
- Minimal investment to show immediate results

County Office

- Frees up worker time by reducing/eliminating mundane online data entry
- Transfer data online automatically
- Improve ability to respond to constituents
- Improves worker productivity
- Minimizes error and maximizes data validation in data collection

Citizen

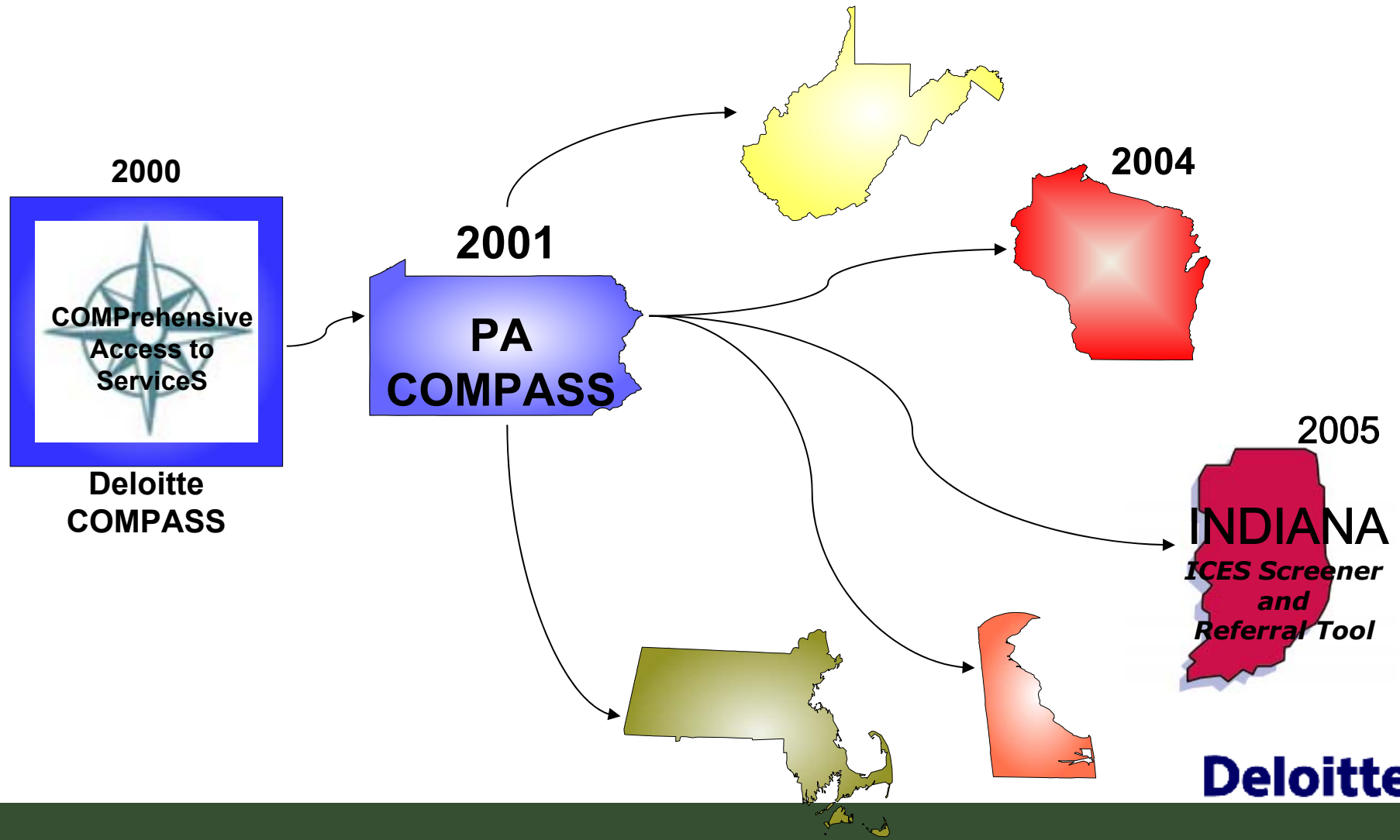
- Provides 24x7 access to citizens for applying for social services
- Improve customer service
- Enhance User friendliness and allow for multi-language capability
- Improve access to human services
- Provide a single point of contact



The Indiana Solution is based on COMPASS (COMMON Point of Access to Social Services)



COMPASS Solution is a proven screening, application and front-end system

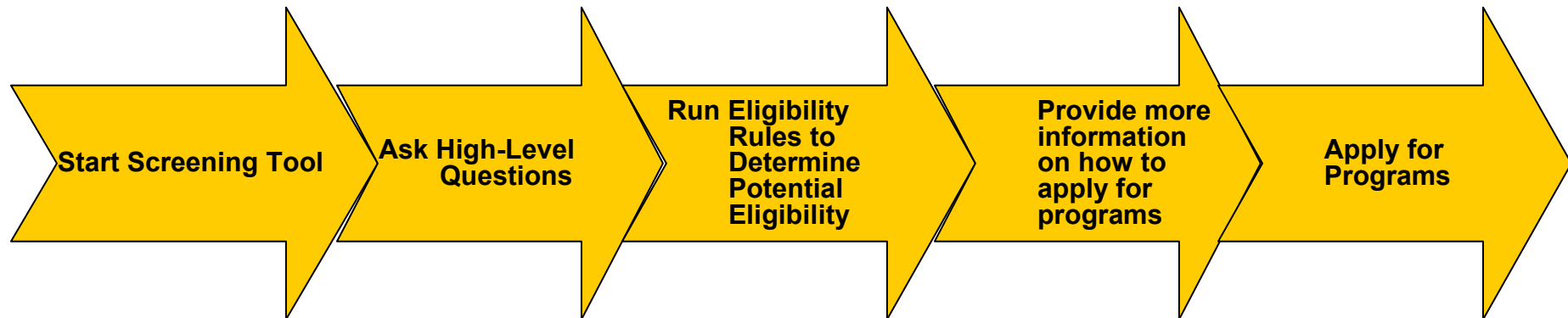




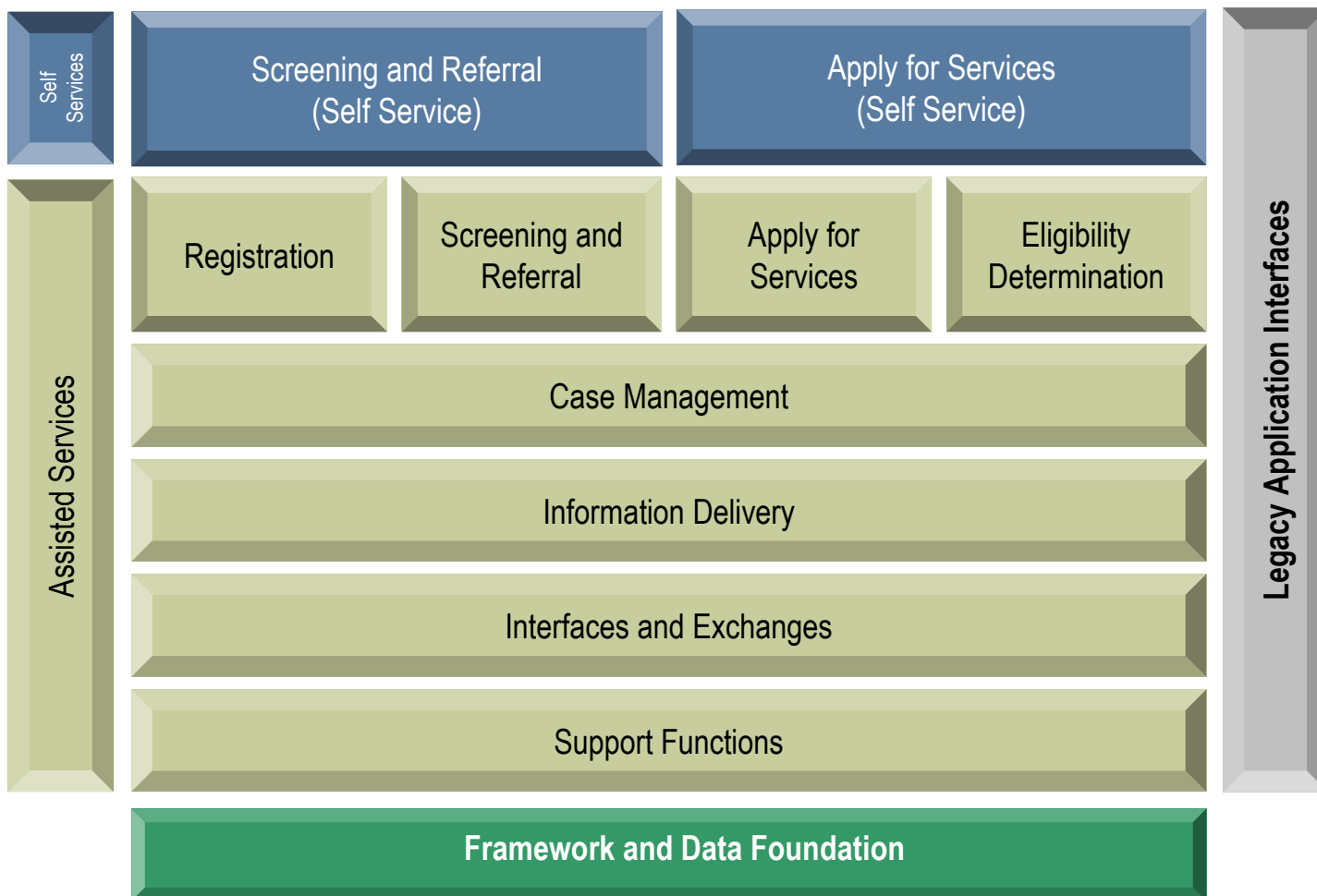
Functional Flow of Screening and Intake Process

Step 1: The user starts the screening tool, provides answers to high-level questions that correspond to Food Stamps, Medicaid and TANF programs, the system will then run eligibility rules based on the answers and determine if the user may or may not be potentially eligible to receive services.

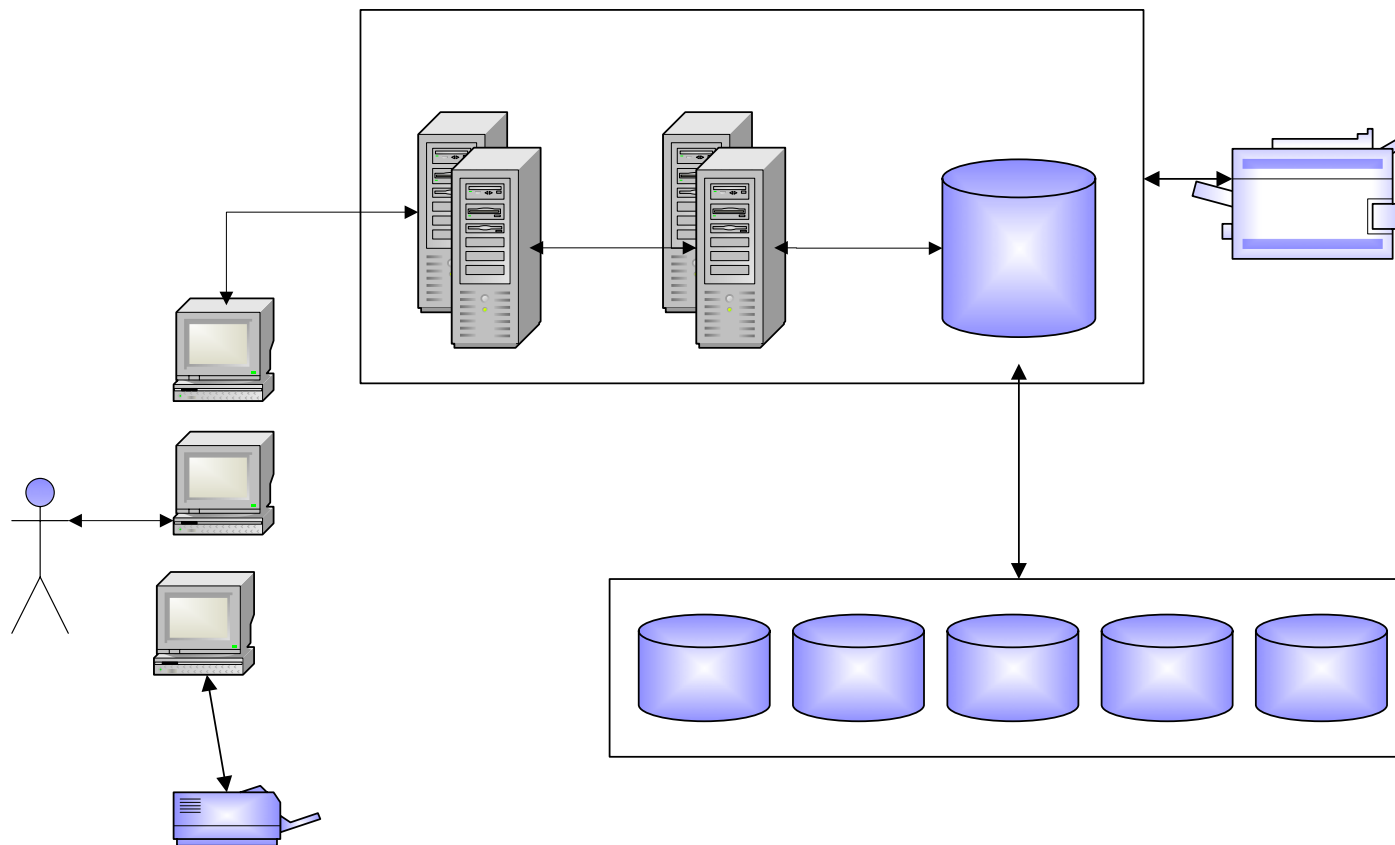
Step 2: The user is given the option to apply for the programs.



Application Architecture



Technical Architecture





Overall Project Timeline

The project is being completed under the existing budget of the ICES contract

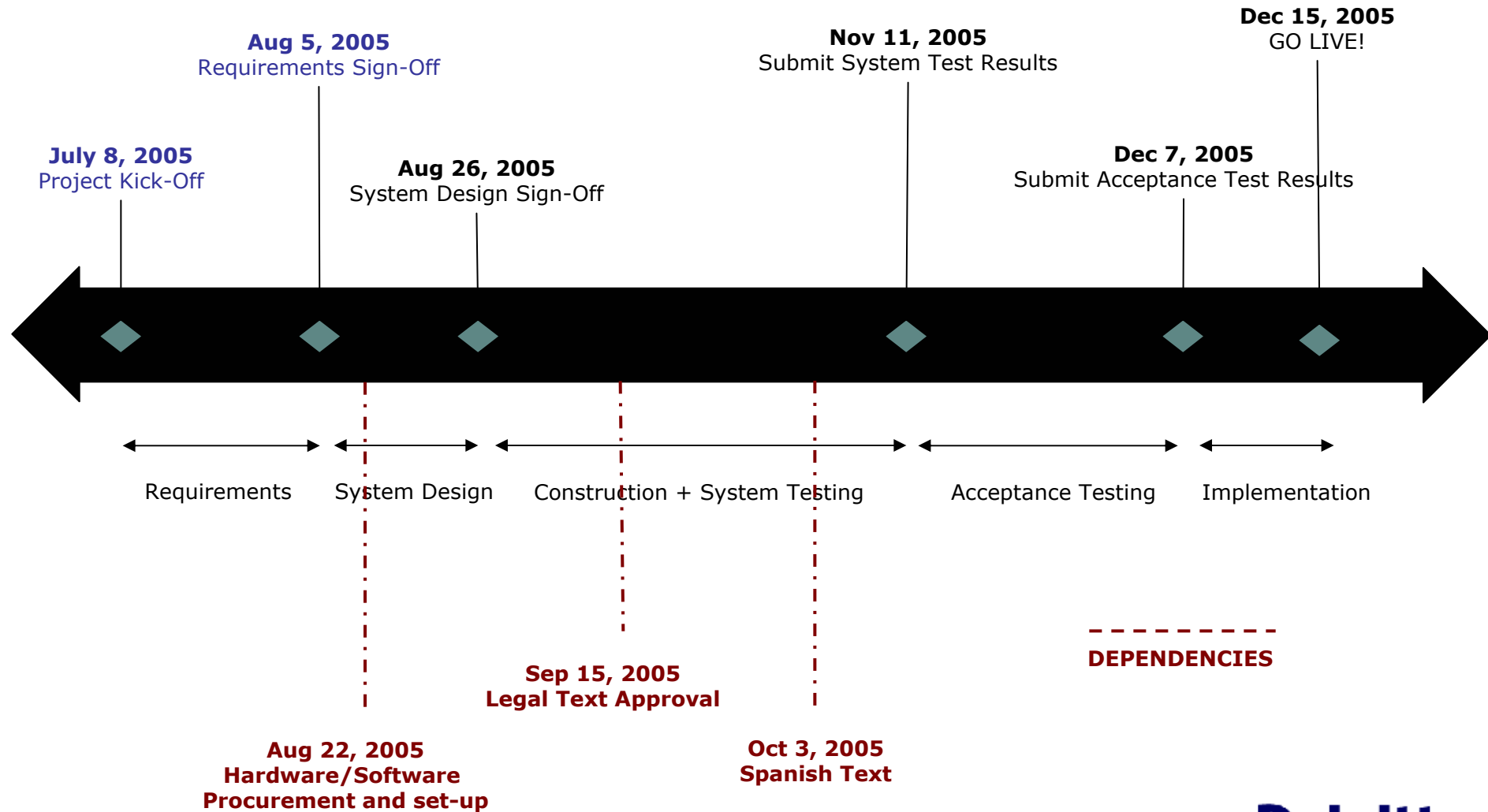
- ✚ As such, funds are limited and the project is divided into two phases over 11 months

PHASE I: Screening and Referral Tool (5 months)

PHASE II: Application and ICES Integration (8 months)*

* If additional funds were available, additional resources could be added to expedite the timeline

Project Timeline – Phase I



Project Timeline – Phase II

